

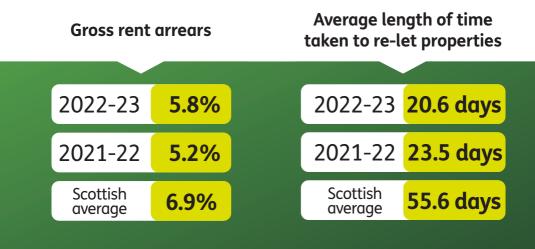
Annual Report to Tenants 2022-23



Welcome to this year's Annual Report to Tenants

Wheatley Homes Glasgow's performance over the past year is within the context of it having been a very challenging year. Despite a cost-of-living crisis, high inflation and rising costs, we have continued to focus on providing high-quality services and supporting tenants.

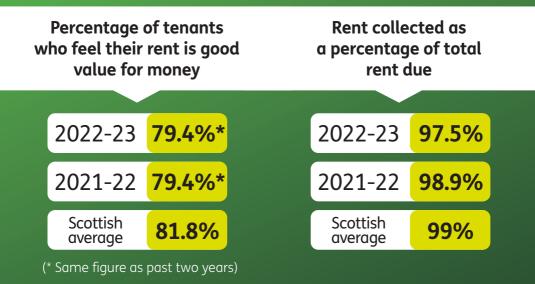
This report provides a summary of our performance reported to the Scottish Housing Regulator in our Annual Return on the Charter for 2022-23. You can find a more detailed version of the report here: www.wheatleyhomes-glasgow.com/aboutus/media/library



Average time for a full response to complaints at Stage 1 (working days) Average time for a full response to complaints at Stage 2 (working days)

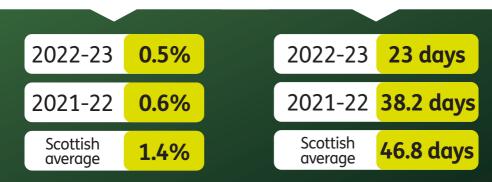
2022-23	4.2 days		2022-23	18.2 days
2021-22	4 days		2021-22	20.8 days
Scottish average	5.8 days		Scottish average	19.3 days

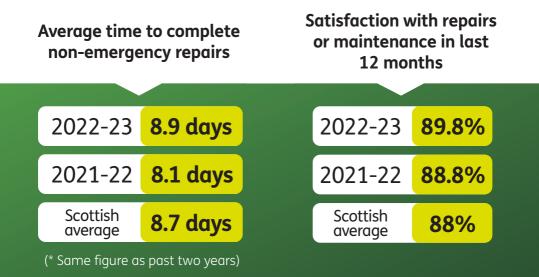
(Wheatley Homes Glasgow outperformed the Scottish average for all of these figures)



Rent lost through properties being empty

Average time to complete medical adaptations (calendar days)



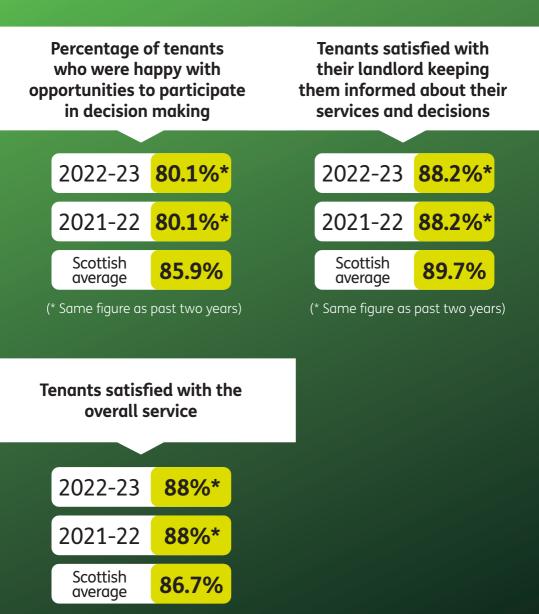


Reactive repairs completed right first time

2022-2391.5%2021-2291%Scottish
average87.8%

Gas safety

Number of times the statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or its last check was not met



(* Same figure as past two years)

Listening to tenants

Tenants play an important role in helping Wheatley Homes Glasgow improve our services. Your views really matter and help shape what we do.

Homes and communities

You told us you wanted us to build more family homes. We'll build around 160 family homes over the next five years. On allocations, you said we could make our priority bands clearer and provide more information, which we have done.

Your repairs

Listening to you helped us improve the repairs service too. Our new, specialist MyRepairs team helps get repairs sorted quickly. We're also focusing on damp and mould.

We improved communication around repairs with 'Book It, Track It, Rate It', which updates tenants on when a tradesperson will arrive and helps us reduce failed appointments. The instant feedback helps us make further improvements. We'll also look at expanding it to cover a wider range of repairs.

Engaging with tenants

Giving tenants real influence over decision-making remained a priority. Focus groups – on repairs, for example – help us improve our services. Surveys, neighbourhood walkabouts, open days and other ways tenants make their voices heard make sure we reflect your priorities.

We introduced patch newsletters to keep tenants updated on developments in their local area. Other newsletters give tenants feedback on events we held and changes we are making.



www.wheatley-group.com

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